

Highline Community College Library
Operational Policy and Procedures

Search for Lost Materials

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Purpose

When a library patron or staff member does not find library materials that display as being “Available” in the online library catalog or a patron is disputing an overdue or missing item, a search process will be initiated in an attempt to locate the materials. This procedure will be implemented only after a library staff member immediately attempts to locate the materials in their designated area and does not find them. Also see the Inventory procedure for items missing during that process.

Some related policies and procedures

- Inventory Policy (not yet created)

Procedure

1. Print out the item information from the library catalog and attach it to a “Search for Lost Materials” form.
2. Ask the patron or staff member the date by which they must have the item and note it on the form. Also, have the patron fill out the patron information section of the form so that they can be contacted about the final disposition of the material.
3. Using the guidelines listed on the “Search for Lost Materials” form, the first search attempt will be performed as soon as Circulation Services is alerted to the need. If the object is found, contact the patron or staff member and put the item on the hold shelf for them to pick up.
4. If the item is not found, give the form to a Circulation Services lead to begin a second search 24 hours later. If the object is found, contact the patron or staff member and put the item on the hold shelf for them to pick up.
5. If the item is still not found, perform a third search one week after the second attempt. If the object is found, contact the patron or staff member and put the item on the hold shelf for them to pick up. If the object is not found, contact the patron or staff member and let them know that the item was searched for and not found. Ask if they would like to order the item through Interlibrary Loan. Change the item status in Voyager to “Lost-Library Applied”. Add a note to the item record in Voyager stating that the search process was performed and the item is lost; the date and the staff member’s initials should be included in the note.

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Key Department: **Library Circulation Services**

Key Person: Frances Clark, **Director of Circulation**

Revisions: